IN THE CLAIMS:

Claim 1 is amended, claims 2 and 3 are canceled, and new claims 4-9 are added. The complete listing of claims below will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for the storage and querying of social services data in a knowledge base that provides quantitative accountability for social services provided by a case worker to a client via a navigable user interface, comprising the steps of:

collecting information relating to defined social services and providers;

collecting information relating to defined ~~customers~~ clients;

collecting information relating to defined client barriers to productivity;

collecting information relating to defined ~~customer~~ goal-oriented client outcomes;

incorporating said collected information into a structured relational database;

providing a graphical user interface with a plurality of ~~single-click buttons~~ controls each for initiating a pre-determined query for allowing a user to generate a report indicating reduction of said client barriers over time, thereby maintaining quantitative accountability for social services.

2-3. (Canceled)

4.(New) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 1, wherein said step of collecting information relating to defined client barriers to productivity further comprises selection of pre-defined itemized barriers to client productivity and for each itemized barrier a severity of said barrier.

5.(New) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 4, wherein said step of providing a graphical user interface with a plurality of controls each for initiating a pre-determined query further comprises a control for initiating a pre-determined query for allowing a user to generate a report assessing progress in reducing severity or eliminating said client barriers over time.

6.(New) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 1, further comprising a step of periodically collecting information measuring reduction of said defined client barriers.

7.(New) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 6, further

comprising a step of periodically collecting information specifying said case workers efforts

toward reducing said defined client barriers to productivity over time.

8.(New) The method for the storage and querying of social services data in a knowledge

base to provide quantitative accountability for social services according to claim 7, wherein said

step of providing a graphical user interface with a plurality of controls each for initiating a

pre-determined query further comprises at least one control for initiating a pre-determined query

for allowing a user to generate a report assessing reduction of said client barriers over time, and

at least one control for initiating a pre-determined query for allowing a user to generate a report

assessing effectiveness of said case workers efforts toward reducing said defined client barriers

over time.

9.(New) The method for the storage and querying of social services data in a knowledge

base to provide quantitative accountability for social services according to claim 1, wherein said

step of collecting information relating to defined goal-oriented client outcomes further comprises

selecting from a predefined categorical list of progress elements including any one from among

the group consisting of job retention, finding a new job, wage increase, promotion, and

educational advancement.